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###### Job Description

###### Receptionist

Title of Post: Receptionist (part time posts)

 2 part time posts:

 1 post primarily based at Hayes – mornings – 21.25 hours per week, 52 weeks per year, Monday to Friday

 1 post primarily based at Hayes – afternoons – 21.25 hours per week, 52 weeks per year, Monday to Friday

 For start and finish times, see hours information below

Grade: Scale 3

Hours: Morning shifts start at 8.30am and finish at 12.45 or 1.00pm; afternoon shifts start at 12.45pm finish at 5.00 or 7.00 pm

Location: The post holder is expected to work at either Uxbridge or Hayes Campus, depending on business needs

Reporting to: Team Leader: Reception

# MAIN SCOPE OF POST:

The post holder will be responsible for providing a Reception service for Uxbridge College’s Uxbridge and Hayes Campuses, ensuring an efficient communication system throughout the College. At all times the post holder is required provide exceptional customer service.

**DUTIES:**

1. Receive incoming calls and deal with enquiries appropriately.
2. Welcome and guide visitors to the required area.
3. Log all visitors on the College Visitor Management System.
4. Deal with general enquiries at Reception.
5. Operate the switchboard.
6. Ensure Reception areas are kept stocked with up to date College literature and kept tidy.
7. Distribute incoming mail (both external and internal mails) and frank outgoing mail.
8. Record and distribute incoming parcels.
9. Word process documentation (using Microsoft Word), and undertake other general administrative duties including student enrolments.
10. To provide an information service over the telephone and in person.
11. Oversee the weekly interview days. Setting up the waiting areas. Providing a welcome to new potential students and their parents/guardians. Showing them to the appropriate waiting area.
12. When the fire alarm sounds liaise with the emergency services, security team and fire marshals. Monitor the refuge points and alert staff to the location of personnel who need assistance to evacuate.
13. Provide secretarial/administrative cover across the College at certain times, particularly during staff holidays and other periods of absence.
14. To support the College enrolment process as requested by your line manager.
15. Be available as required to work weekends to support the College Open Days and Enrolment Days

**OTHER DUTIES:**

1. To take an active part in the appraisal and mentoring processes.

2. To comply with all relevant Health & Safety Regulations and assist the College in the implementation of its own Health & Safety Policy.

3. To comply with an actively promote the College’s Equal Opportunities Policy.

4. Participate in and contribute to the College’s in-service and training activities.

5. Any other duties commensurate with the level of responsibility of the post as required by the line manager

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| **Further Education is an every changing service and all staff are expected to participate constructively in College activities and to adopt a flexible approach to their work. This job description will be reviewed annually during the appraisal process and will be varied in the light of the business needs of the College.** |

Receptionist

# Person Specification

|  |  |  |  |
| --- | --- | --- | --- |
|  | Essential | Desirable | How assessed?\* |
| Qualifications |  |  |  |
| Good level of education (GCSE level or equivalent) | **** |  | AF/Cert |
| Knowledge, Skills and Experience |  |  |  |
| * Experience as a Receptionist or similar customer-facing role in a busy environment
 | **** |  | AF/IV |
| * Excellent interpersonal and communication skills, and an ability to explain information in an articulate manner
 | **** |  | AF/IV/T |
| * Excellent customer service skills
 | **** |  | AF/IV |
| * Experience of providing excellent customer service to a wide range of customers
 | **** |  | AF/IV |
| * Experience of working with young people, particularly 16-19 age group
 |  | **** | AF/IV |
| * Ability to work effectively as part of a team
 | **** |  | AF/IV |
| * Confident and polite telephone manner
 | **** |  | AF/IV |
| * Ability and willingness to work across both Hayes and Uxbridge sites, and to be flexible with working times to cover the Reception opening hours and staff absence.
 | **** |  | AF/IV |
| * Administrative experience including the use of Microsoft Office packages, email and the use of a database/information system
 | **** |  | AF/IV |
| * Ability to remain calm and effective under pressure
 | **** |  | AF/IV |
| * Positive attitude to meeting customer needs
 | **** |  | AF/IV |
| * Awareness of the principles of Equality and Diversity and Safeguarding and the ability to apply them effectively
 | **** |  | AF/IV |
| **Competencies***Support staff should be able to demonstrate competency in the following areas:*CommunicationPlanning and OrganisingWorking Together Customer ServicesAdaptability/Flexibility | **** |  | AF/IV |

\*Evidence of criteria will be established from:

AF = Application Form

IV = Interview

T = Test (Skills test at interview stage)

Cert = Certificates checked on induction